Multiview

User's Manual

An Integrated Video Conferencing Platform

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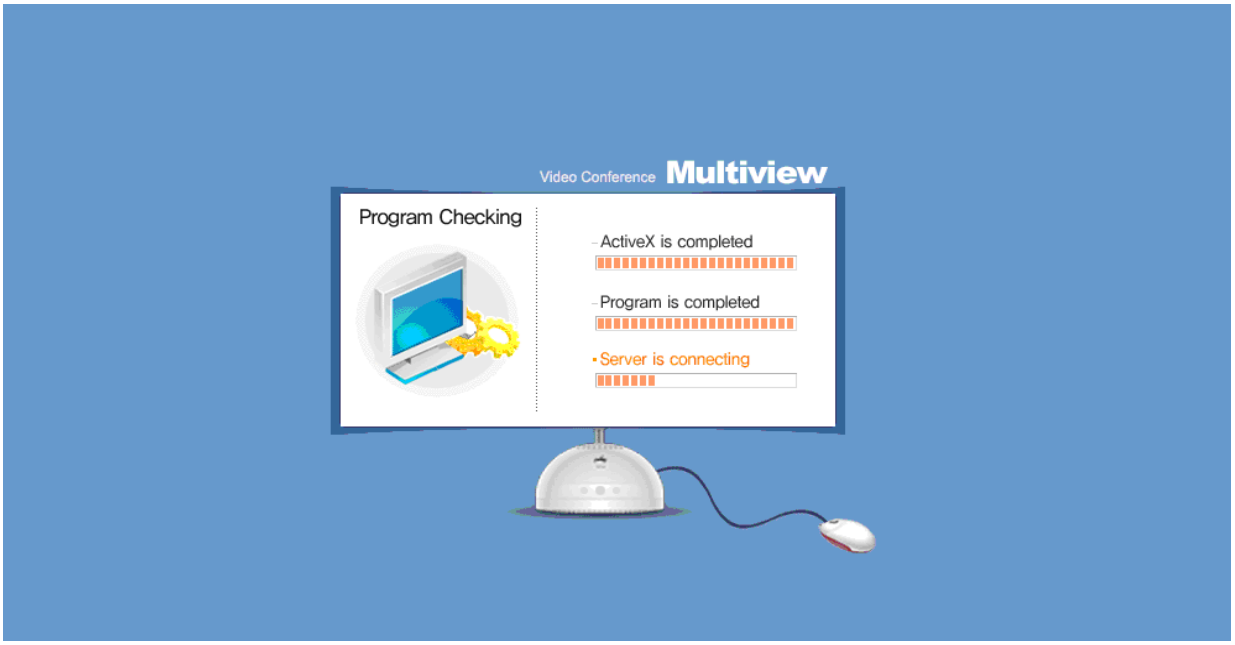
Chapter 1. Getting Started

1. Connecting to the Internet

Connect to the Multiview homepage : www.multiview.in or http://110.245.82.145:8080

Enter ID & password, and click 'Log in'. Multiview program will be installed automatically.



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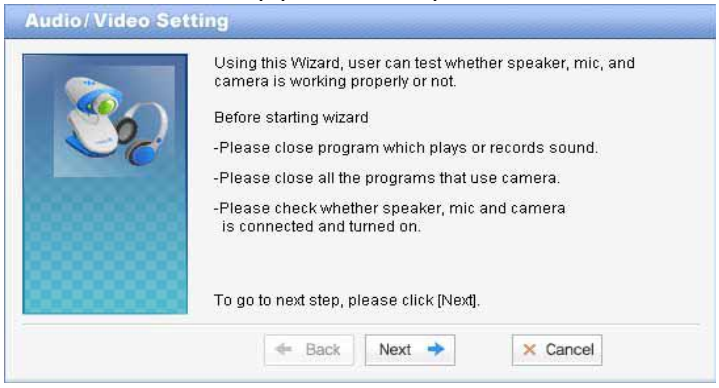
When double-clicking Multiview icon created on desktop, Multiview log-in page will pop-up.

2. Audio/Video Settings

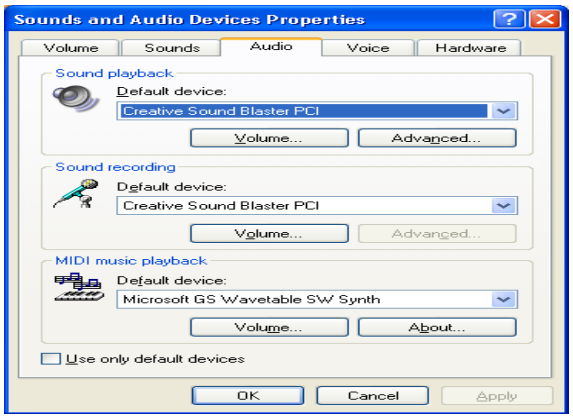
When program is installed for the first time, Audio/Video Setting page will be initiated. To continue with set-up procedure, please click [Next].


Audio/Video Setting
Using this Wizard, user can test whether speaker, mic, and camera is working properly or not.
Before starting wizard
-Please close program which plays or records sound.
-Please close all the programs that use camera.
-Please check whether speaker, mic and camera is connected and turned on.
To go to next step, please click [Next].
Back
Next
Cancel

Next step is to set up speaker volume. Adjust the volume properly, and click [Next]

Audio/Video Setting
Device:
(Windows Default Device)
-Please check if your headset or speaker is connected properly.
-Please check 'Play Sound' and adjust volume appropriately.
-If speaker volume is too high, it may cause echo.
Speaker volume
Play Sound
To go to next step, please click [Next].
Back
Next
Cancel

Tip: If only a single sound card is available for use, Windows □ Default Device is being used. To check the status of default device, please refer to 'Control panel ->Sounds and Audio Devices'.



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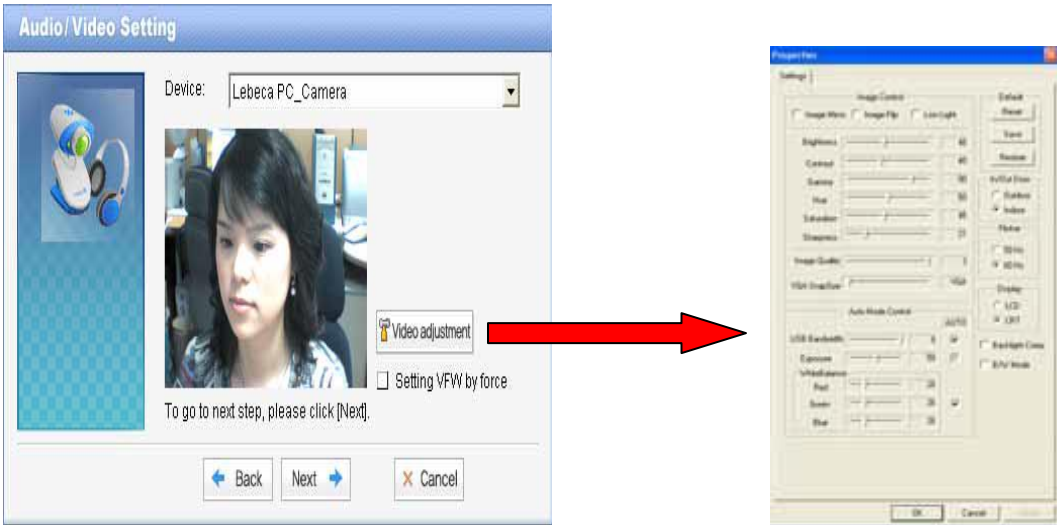
Next, please set up your Mic volume. Click [Next] once Mic volume is set properly.

Audio/Video Setting
Device:
(Windows Default Device)
-Please check whether mic is connected and turned on.
-If mic is close to a speaker, it may cause echo.
-Mic is working properly, if indicator shows yellow when you are speaking.
-Please check 'Play Sound' to listen your own voice to transmit.
Mic volume
Play Sound
To go to next step, please click [Next].
Back
Next
Cancel

This is the last step of setting up procedure. Please click on 'Video adjustment' for further video set-up. Click [Next] to continue.



Tip: Put a check mark next to 'Set VFW by force' in case no image is shown in video screen.

Now, Audio/Video setting is finished. Please click 'Finish' to complete.

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Audio/Video Setting
Test for speaker, mic, and camera is now completed.
1.Speaker : (Windows Default Device)
Device is located. It is currently working.
2.Mic : (Windows Default Device)
Device is located. It is currently working.
3.Camera : Unknown Device
Not installed properly or not functionable.
Thank you for using this program.
Back
Next
Finish

3. Downloading Program File and Manual

If necessary, user may download program and manual files by clicking download buttons located below the log-in box.

Click 'Save' after clicking program/manual files.

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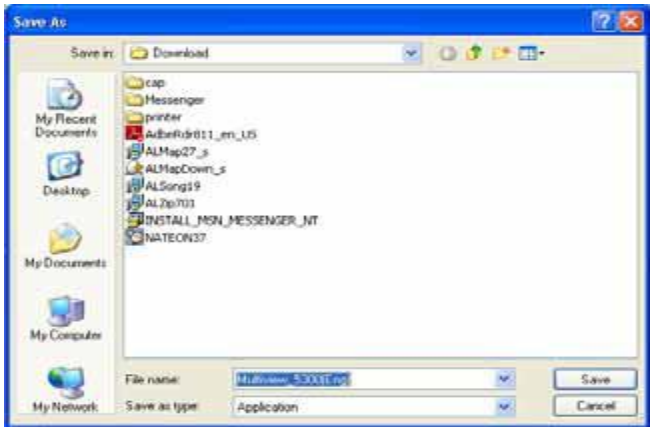
File Download - Security Warning
Do you want to run or save this file?
Name: Multiview_5300(Eng).exe
Type: Application, 3.82 MB
From: mv.saeha.com
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

After assigning where to locate the save file, and clicking on 'Save', downloading procedure will be initiated.



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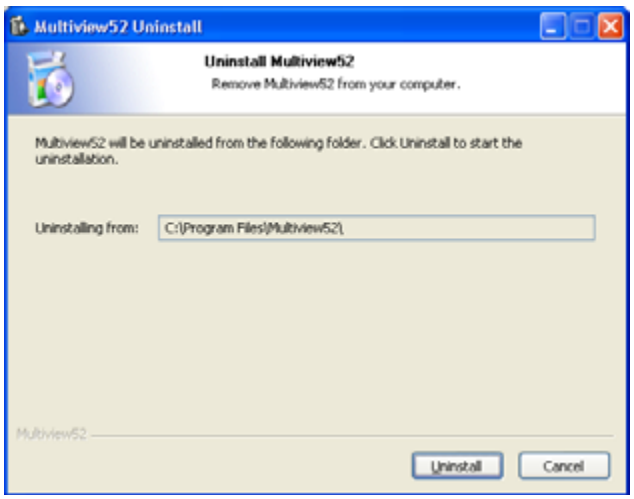
4. Un-install Program

To remove the program, go to 'Start->All Programs->Multiview53->Uninstall

Click 'Uninstall' button when 'Multiview53 Uninstall' window pops up



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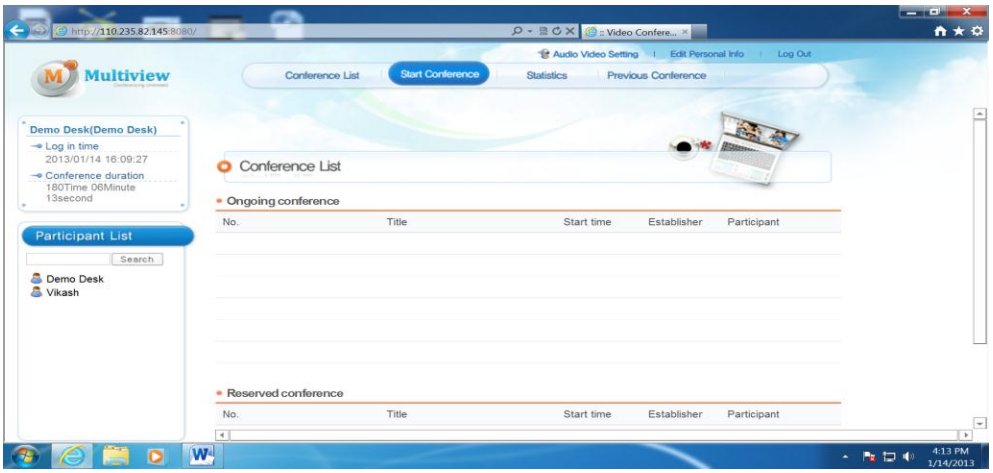
Chapter 2. Tutorial

1. Main Screen

Main menu of this program, located at the upper part of the screen, is consisted of Conference Room List, Open Conference Room, Statistics, View Past Conferences, and Users' Bulletin.

By right-clicking on users on-line (can be found on the left side of the screen), user can talk, make a video call, and invite the other users to the conference. In addition, users are enabled to obtain the information on the conference room currently in use, and ones that are pre-booked. (located in the center of the screen)....



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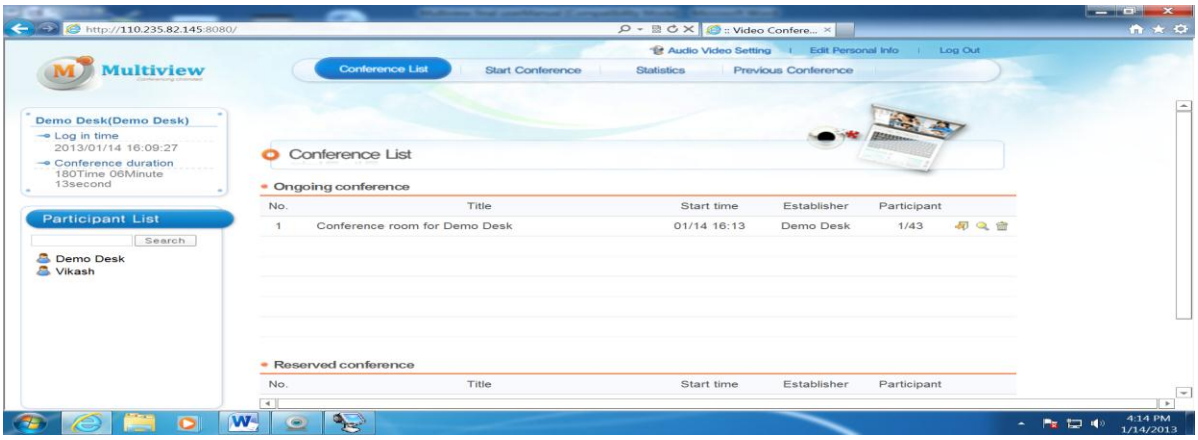
2. Conference Room List

Click on 'Room List'. User can find out conference room(s) currently in use, and pre-booked conference room(s).



2.1 Currently opened conference room

- Title of conference : Subject of the conference or title of the conference room
- Date : Date & time when conference room(s) is created (Month/Day/Time)
- Establisher: Shows who initiated the conference room(s)
- Participant: Number of participants currently in the conference room/ Max. capacity
- Attributes of conference:

  Participate: Direct participation to the conference room

  Detailed Info.: Various information of the ongoing conference such as time of establishment

  Delete: One who established the conference room has the authority to remove the room from the list

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2.2 Pre-booked conference room

- Title of conference: Subject of the conference or title of the conference room
- Date : Time and date when pre-booked conference room(s) is created
- Establisher: Shows who booked the conference room(s)
- Participant: Number of participants expected to be in the conference / Max. capacity
- Attributes of conference :

  Detailed Info.: Various information of the ongoing conference such as time of establishment

  Modify: One who booked the conference room has the authority to modify attributes such as time of establishment and participants

  Delete: Only user who booked the conference has the authority to remove the conference room

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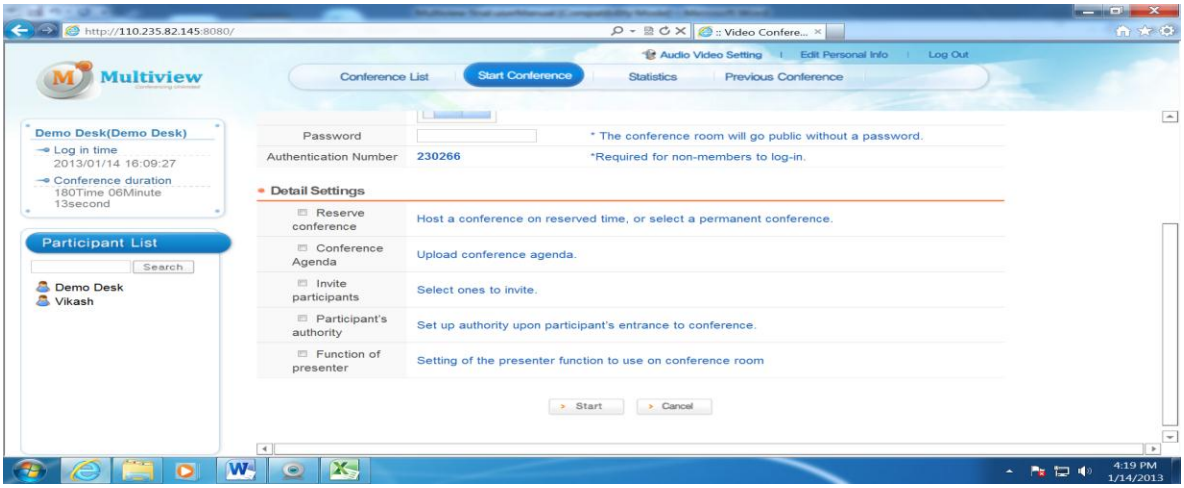
3. Initiating Conference Room

This section consists of four parts regarding opening conference room: Opening conference room, Registering conference agenda, Booking conference, and Setting up participants & Sending invitation e-mails. After filling out the entries and clicking on 'Open', video conference program will start automatically. The rest of hidden menu can re-appear on demand of the user.



3.1 Title & type of the conference

- Title of the conference: Title of the conference or subject of the conference
- Types of conference :

(Even in the middle of conference, user may switch the type of conference room w/o having to log out)

- e-Document Conference : No video/audio conference with maximum capacity of 200 people
- Video Conference : Every participant's video is shown. Maximum capacity of 43 people
  (* Able to open the conference with 4 /9/16/43 screens)
- Seminar : Only two screens of the participants are shown on the video. The host can choose and change the screens of participants to be shown on the video. (* Maximum of 200 people)
- Password : Setting as of public or private conference. Without password, conference room will be opened public

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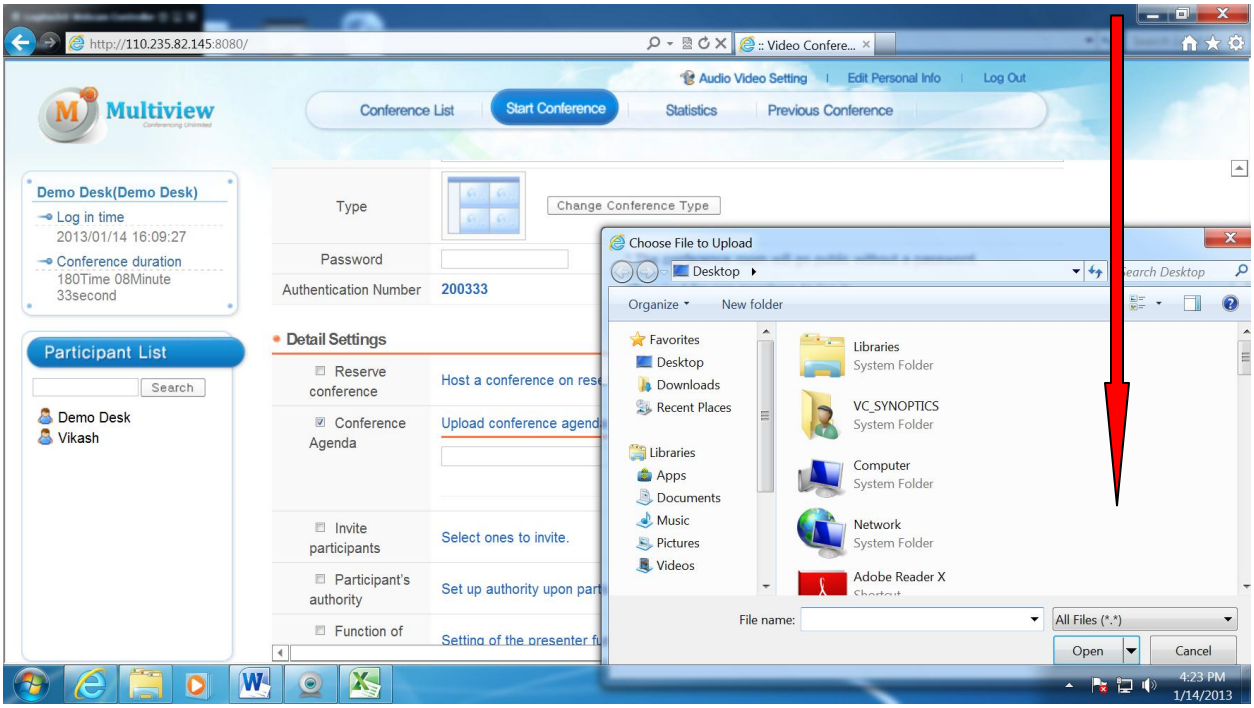

3.2 Registering conference agenda

- Registering conference agenda : Establisher can choose and register document needed for conference/seminar. Conference agenda will be registered at the same time as opening conference/seminar. Document registration can be done by: 1st: click on 'Browse' to locate the file 2nd: click 'Open'
- Deleting Conference Agenda : Establisher can remove registered agenda by a simple click of 'del' button

3.3 Time and date of conference, reservation for the conference

- Server time : Shows current time
- Starting date and time : User can set up time and date of the conference by clicking icon
- Opening time : According to the scheduled opening time, conference room will be created automatically
- Duration : User can decide how long the conference will last
- Periodical conference : User can choose between once / regularly scheduled conference / repeated conference

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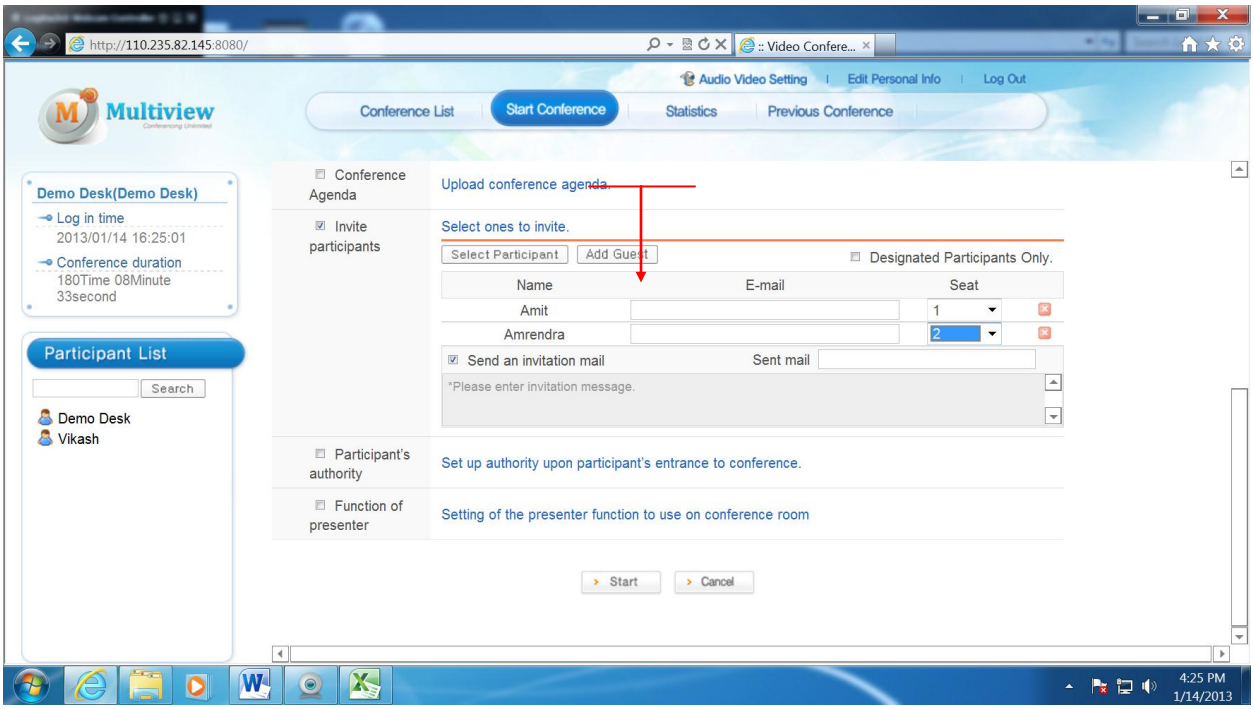

ex) < Designated Seat for Participant >

3.4 Participant Setup and Invitation e-mail

- Selecting Participants: To select those who will attend the conference, click 'Select Attendee'. This will give you a list of people to choose from. Put a check mark next to the Ones you want to invite, and click 'Ok'.

- Designated Seat for Participants: You may assign seats for the participants you are inviting. (assign seat numbers from 0 ~ 42)

- Invitation e-mail: Write the invitation message. Invitation e-mail will be sent Automatically according to the e-mail address of each participant.

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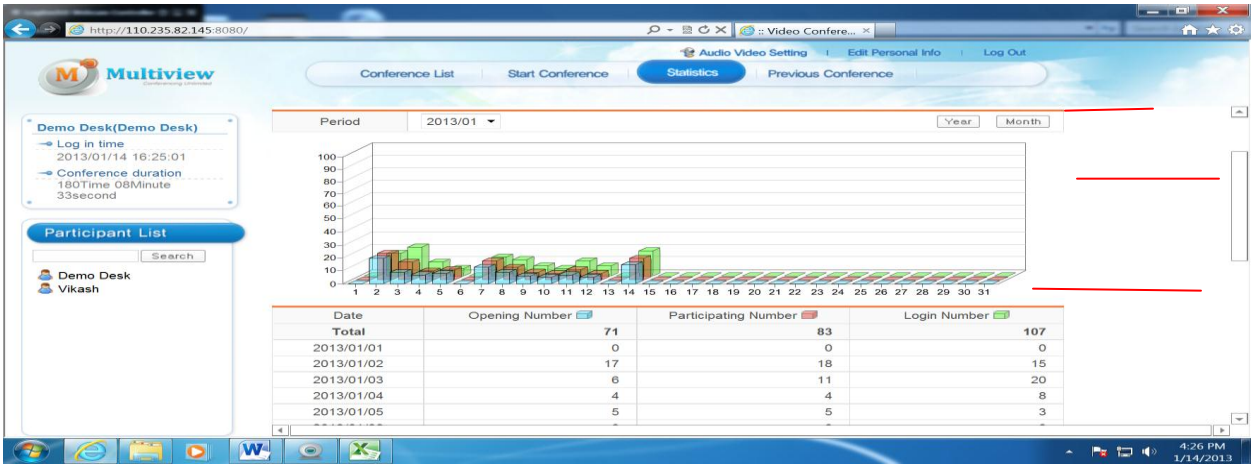
4. Statistics

This shows the total usage history of the program by the demonstration of graphs and tables

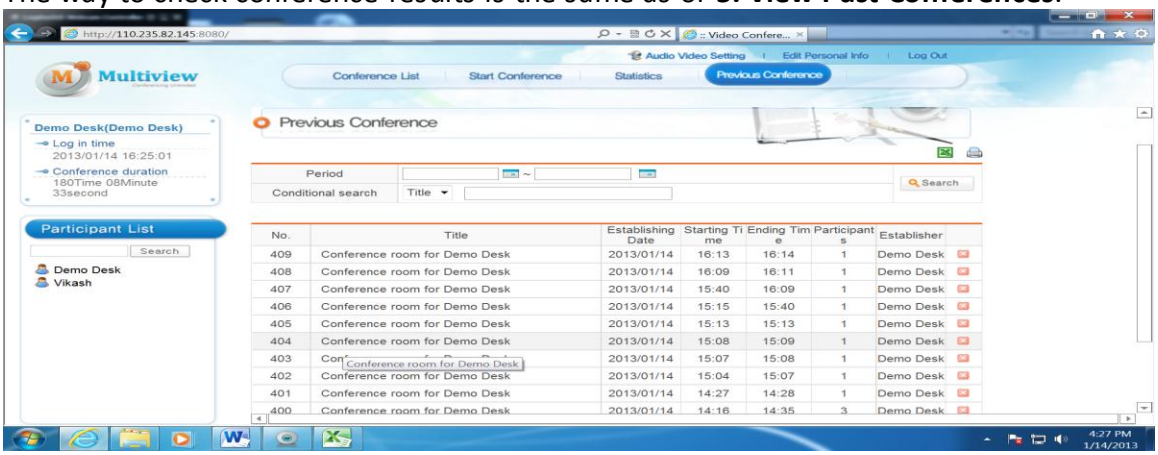
4.1 Statistics.



- Save: Print out or save the data as an Excel file
- Set up a period: Provides statistics of data by year/month
- Graph: Statistics are expressed as multi-colored graphs
- Statistics: Number of times conference room is opened / Number of times user participated in conferences / Number of times user logged in

4.2 View Statistics

When user clicks on the specific date, conference result of that specific date will be shown. The way to check conference results is the same as of **5. View Past Conferences**.


Multiview
Conference List
Start Conference
Statistics
Previous Conference
Audio Video Setting
Edit Personal Info
Log Out
Demo Desk(Demo Desk)
Log in time
2013/01/14 16:25:01
Conference duration
180Time 08Minute
33second
Participant List
Search
Demo Desk
Vikash
Previous Conference
Period
Conditional search
Title
Search
No.
Title
Establishing Date
Starting Time
Ending Time
Participants
Establisher
409 Conference room for Demo Desk 2013/01/14 16:13 16:14 1 Demo Desk
408 Conference room for Demo Desk 2013/01/14 16:09 16:11 1 Demo Desk
407 Conference room for Demo Desk 2013/01/14 15:40 16:09 1 Demo Desk
406 Conference room for Demo Desk 2013/01/14 15:15 15:40 1 Demo Desk
405 Conference room for Demo Desk 2013/01/14 15:13 15:13 1 Demo Desk
404 Conference room for Demo Desk 2013/01/14 15:08 15:09 1 Demo Desk
403 2013/01/14 15:07 15:08 1 Demo Desk
402 Conference room for Demo Desk 2013/01/14 15:04 15:07 1 Demo Desk
401 Conference room for Demo Desk 2013/01/14 14:27 14:28 1 Demo Desk
400 Conference room for Demo Desk 2013/01/14 14:16 14:35 3 Demo Desk

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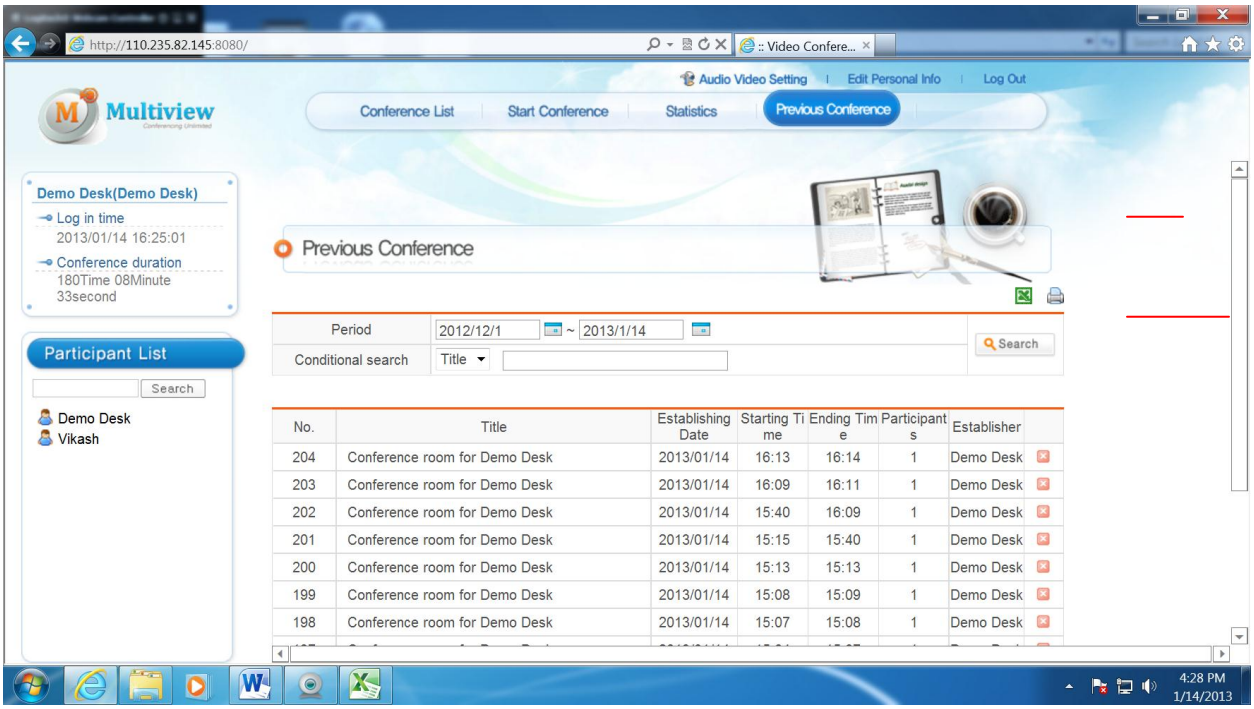
5. View Previous Conferences

This section is for managing and checking the results of previously held conferences. Only the establisher of the conference can post/manage the results of conferences.



5.1 Searching for the result of conference

- Period: Click on to set period
- Conditional Search: Title of conference / Establisher
- Search: After filling-in the first two entries, user can initiate search by clicking 'Search' icon
- Delete : Establisher can delete the result of the conference by clicking 'delete' icon

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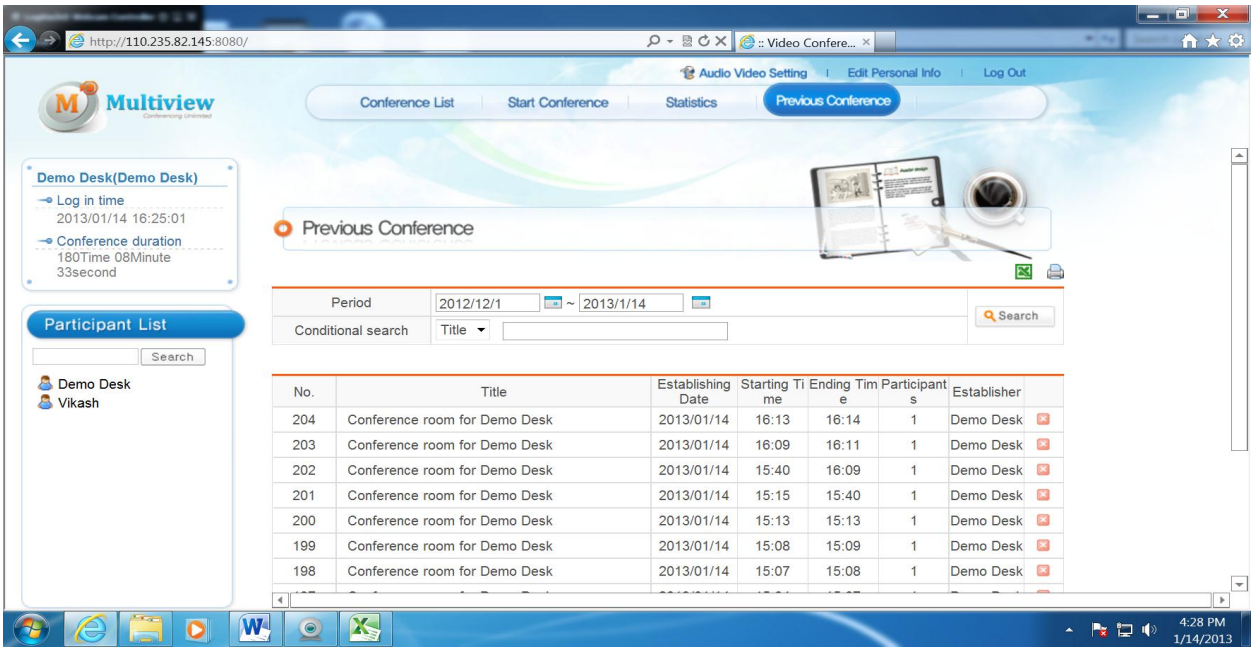
5.2 Posting the result of conference

After conference is finished, you will be directed to the page where you can report about the conference. (Possible only if you are the establisher of the conference room) Upon Completion of this page, participants will be given an access to find out, leave comments, and also download the results of conference such as: registered agenda, result file, & recording file.



- Information about conference: User can obtain the information about conference
- Registering result file from the conference : Post and download result file(s)
- Registering recording file: Register and download recording file(s)
- Participant List : User can check participants invited

Tip: those who were invited, but did not participate are indicated in grey Color

- Conference Opinion : Leave a short form of comments about the conference

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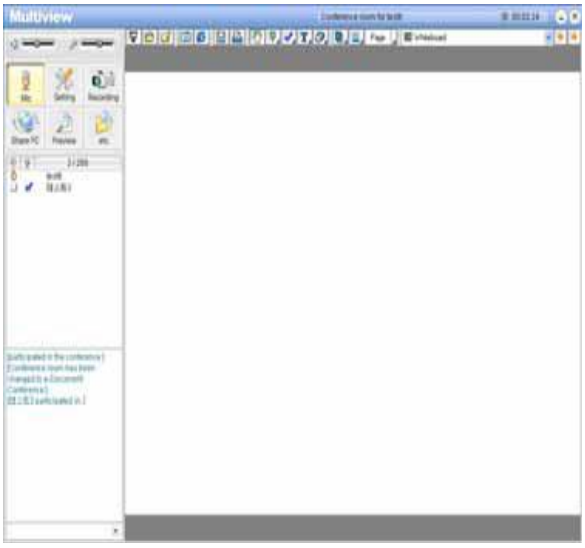
Chapter 3. Video Conference Program

1. Screen Structure of Each Type of Conferences

Basic screen structure and function of conference are shown below:

- e-Document Conference



.....Video Conference...

➡ Seminar

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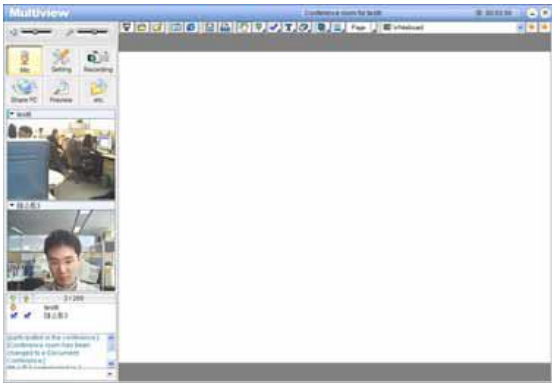
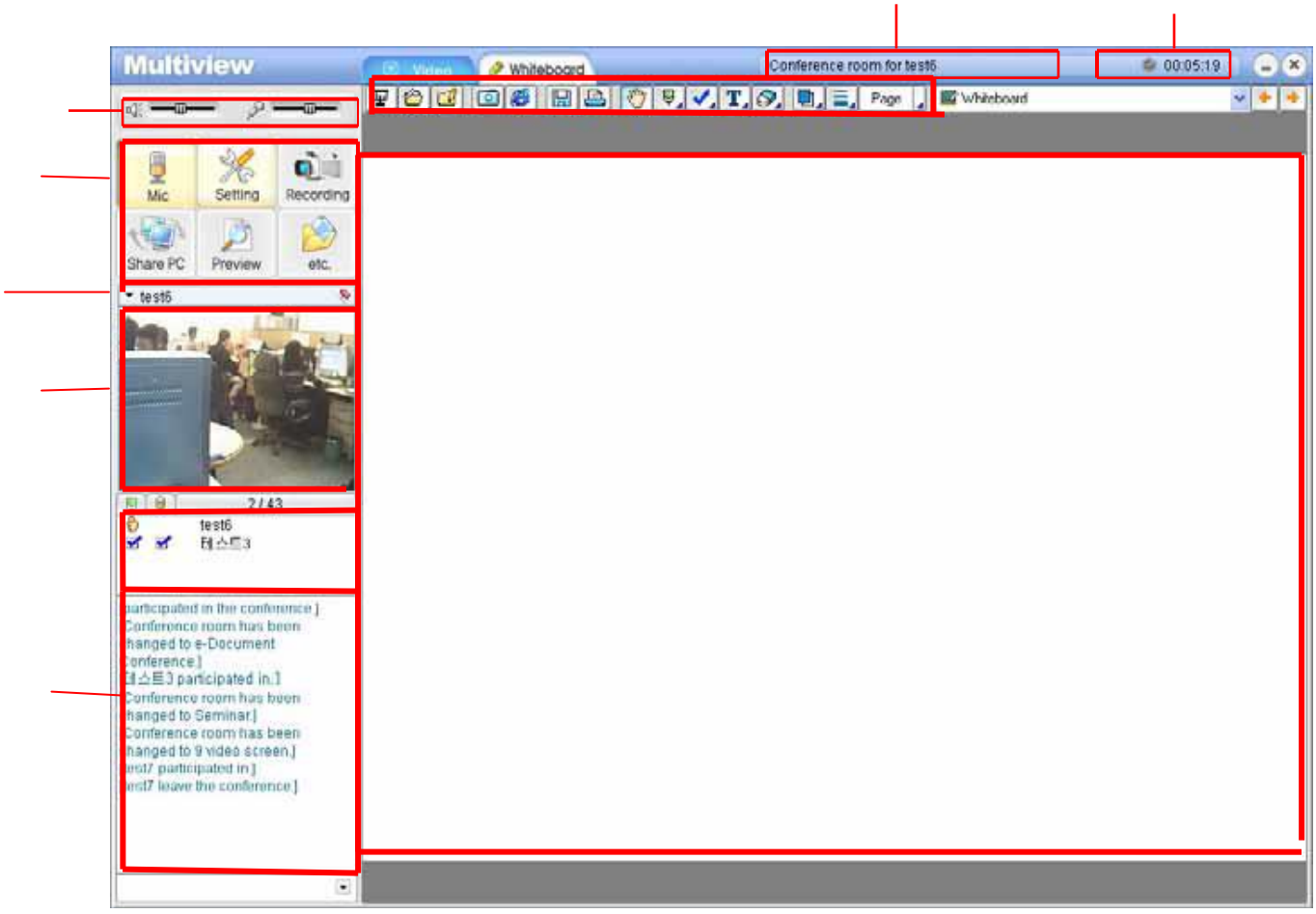


1.1 Screen Structure of e-Document Conference

- Basic Screen Structure



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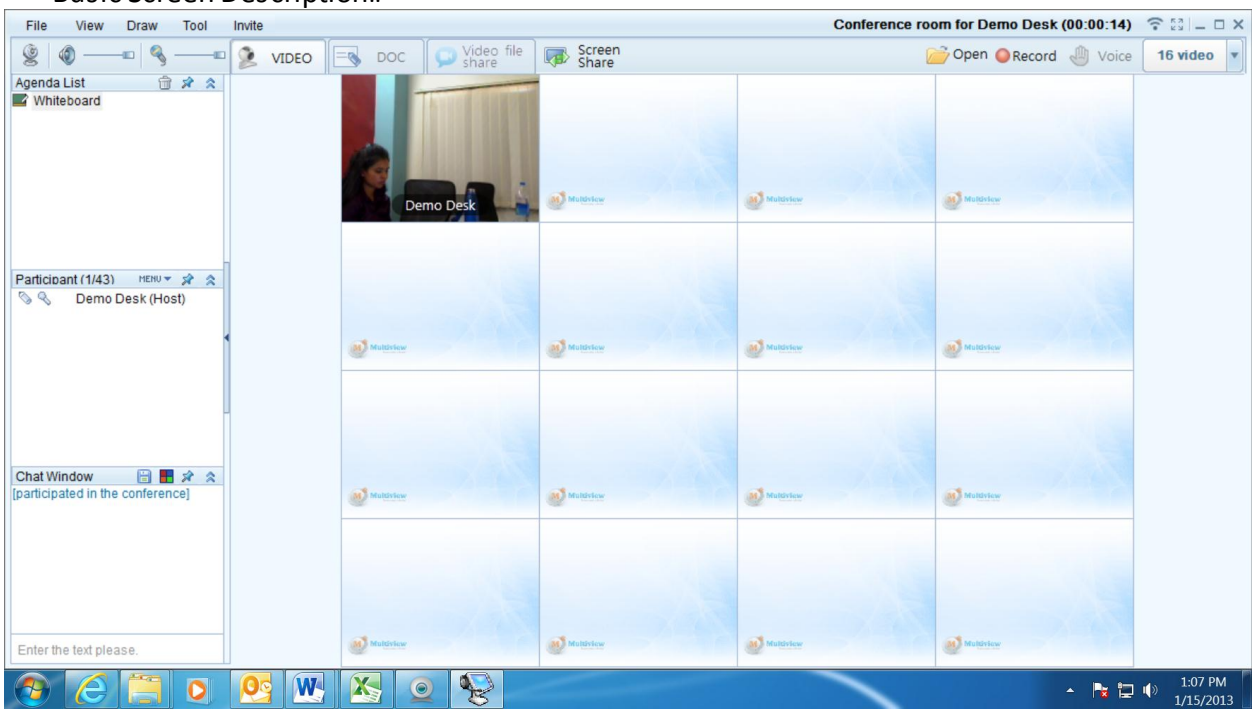
- Title of conference : Title or subject of conference
- Total conference progress time : Indicates total conference progress time
- Volume control : Volume control of Mic and speaker
- Conference Menu : Mic / Setting / Recording / Memo / Preview / etc
- Participant's List : Indicates each user's authority (host is capable of managing each user's authority)
- Text-chatting Window : Notifying message and chatting
- Text Box for Chatting and Chatting Menu : Type in for chatting, saving the chatting and changing color of word
- Whiteboard/Viewer Menu : Common functions for e-Document Conference / Video conference / Seminar (refer to pg.28 for whiteboard menu)

Tip: Please refer to pg.31 for whiteboard menu

Whiteboard : Write freely on the whiteboard using whiteboard menu

1.2 Screen Structure of Video Conference

- Basic Screen Description..



- Video / Whiteboard Mode : Using the tab menu, user can choose between video mode and whiteboard mode
- Title of conference : Title or subject of conference
- Total conference progress time : Indicate total conference progress time
- Volume control : Volume control of Mic and speaker

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- Conference Menu : Mic / Setting / Recording / Memo / Preview / etc
- Participant's List : Indicate each user's authority (chairman is capable of managing each user's authority)
- Text-chatting Window : Notifying message and chatting
- Input Window for Text-chatting: Input sentence for chatting
- Text-chatting Menu : Able to save the chatting and change color of words
- Name of participant and video menu : Name of participant and zoom in video or video stop
- Position change of Video Screen : The chairman can change the position of participant's video screen freely

Tip: If you drag video screen to Participant's List area, you can hide video screen

1.3 Screen Structure for Seminar Mode

- Basic Screen Description
  Seminar mode can contain maximum of 200 people.
  Authority to speak and write on the whiteboard can be given to all the users.
- Host can control the authority to speak and write on the whiteboard. (Default value can
  be changed to 'give authority to entire users')

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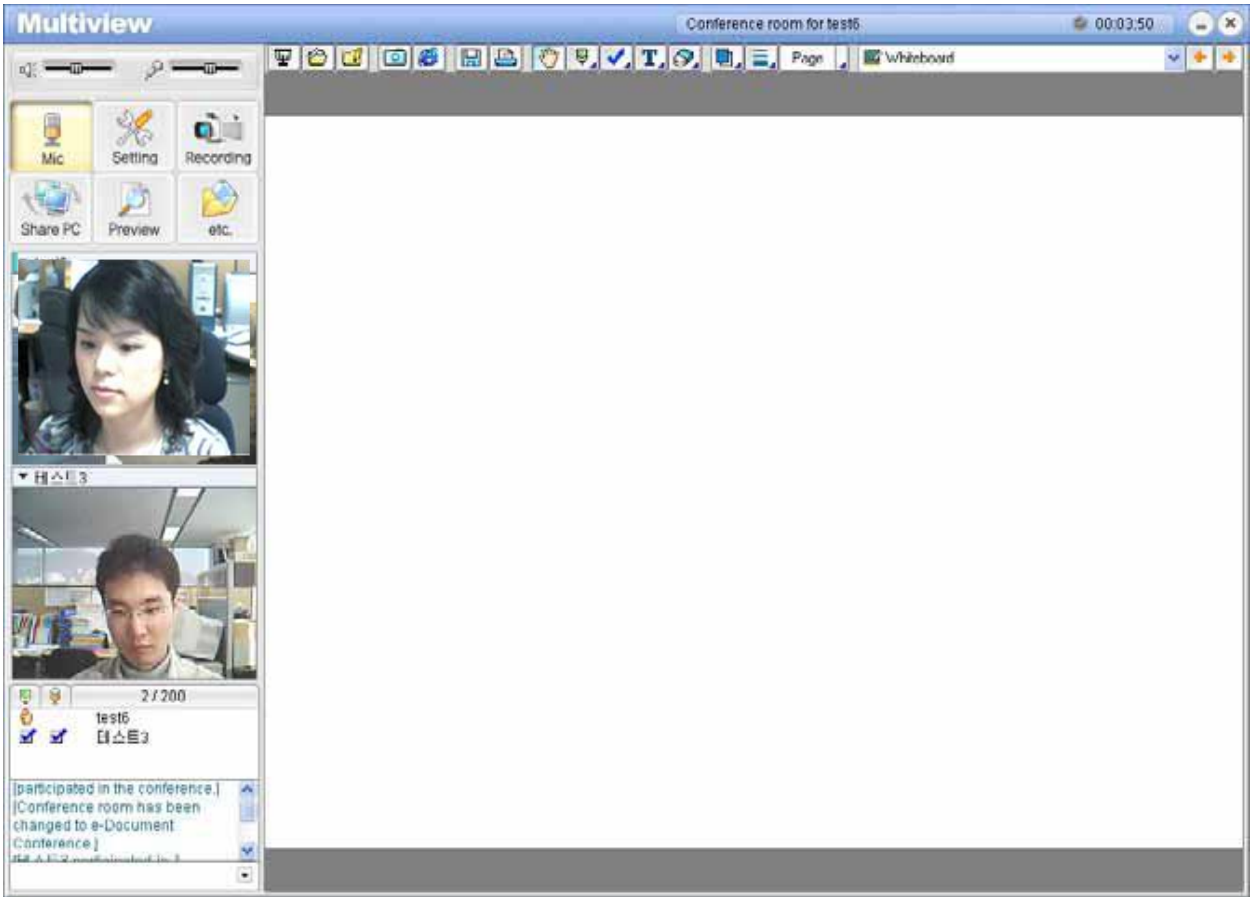

Tip: Seminar menu is same as the menu of e-Document Conference. (Please refer to pg.20 for the use of the menu)

Tip: The first two who participated in the conference can be seen on screen. Dragging specific participant from the Participant's List to video screen will allow him/her to have the authority audio-wise.

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1. Conference Room Menu

- Mic : Mic on (when Mic is turned off)

Mic off (when Mic is turned on)

- Setting : Audio, video, and other settings

• Audio Setting

- Automatic Mic on: When user enters the conference room, Mic will be turned on automatically
- Mic Boost: When Mic input volume is low, Mic volume can be increased by using Mic boost function. However, Mic Boost function may cause the occurrence of noise that it is not recommended to adjust the volume with Mic Boost, but with Volume Control. If you experience excess of noise, turning off Mic Boost is highly recommended.
- Master Volume Control: Master volume of OS will increase/decrease in accordance with the volume controller of the conference room.

• Video Setting

- Frame Control: Frame can be adjusted from 1 to 30 frames.

Warning: Raising level of frame, even if your system specification is poor (CPU no better than Pentium III), can cause malfunctioning of the program)

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VGA Mode : Used to set up the size of video being transmitted (ex.640 x 480)

a. Check : Video will be transmitted as in size of 640 x 480. High quality of video, but takes up much of CPU. Depending on the specification of your camera, may not operate properly.

b. Uncheck : Video will be transmitted as in size of 320 X 240. Low quality of video, but does NOT take up much of CPU.

- Other Settings

Select the folder for saving files: Able to assign folder for saving chatting, and recording files.

Recording : All of conference contents such as audio, video, chatting, and whiteboard can be recorded.

- Recording Method

a. Click button

b. Enter the name of the recording file, and select specific folder for saving

c. Recording will be completed by clickingbutton again

- Recording file will be saved with extension file name of xxx.mv

- Recording file can be played by double-clicking icon, or playing with Multiview50 Player

- Share PC : Sharing Desktop & Programs (can be activated where 2 or more participants in the conference room)

- Share PC Method

- Click on

b. Click on program list currently in use (program should be executed to be shown on the list

c. Selected program will be shared on 'Whiteboard'

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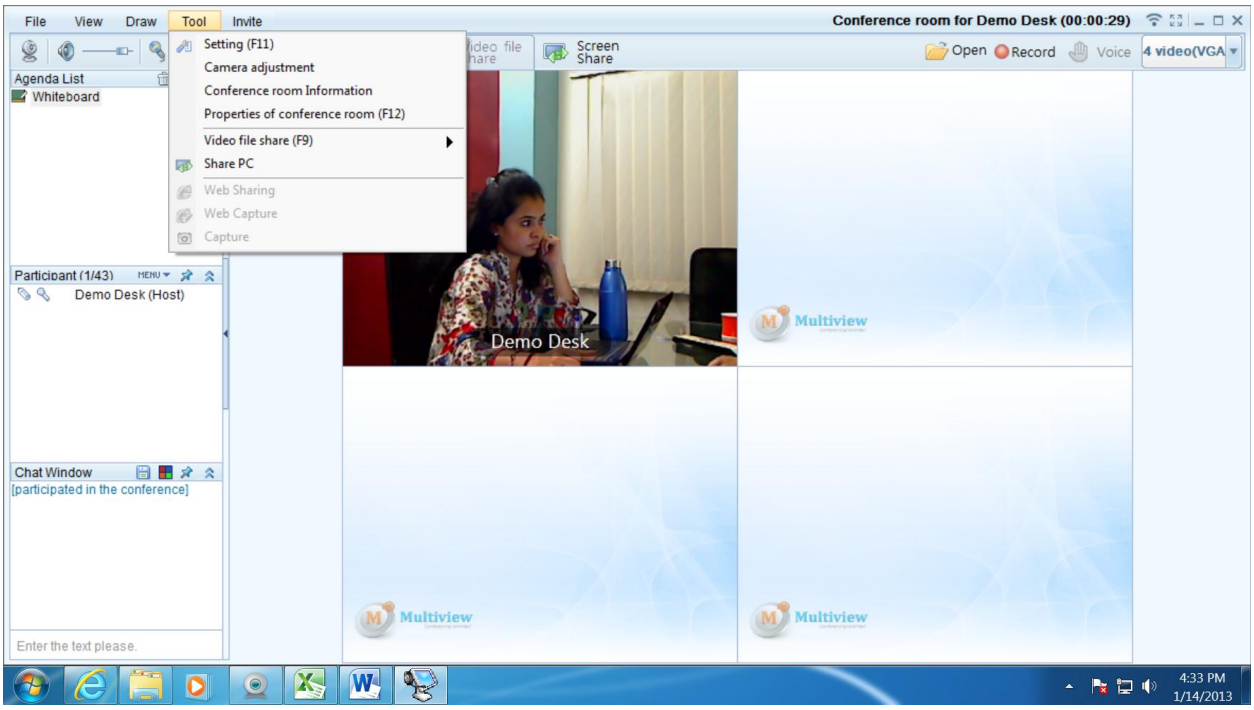

• Termination of 'Share PC' : 'Close' button will be activated if you click on 'Share PC' again

• Control 'Share PC' : Authority for the access to view shared files.
Right-click on the participant's list, and click Control 'Share PC' while sharing PC.

• Float Screen

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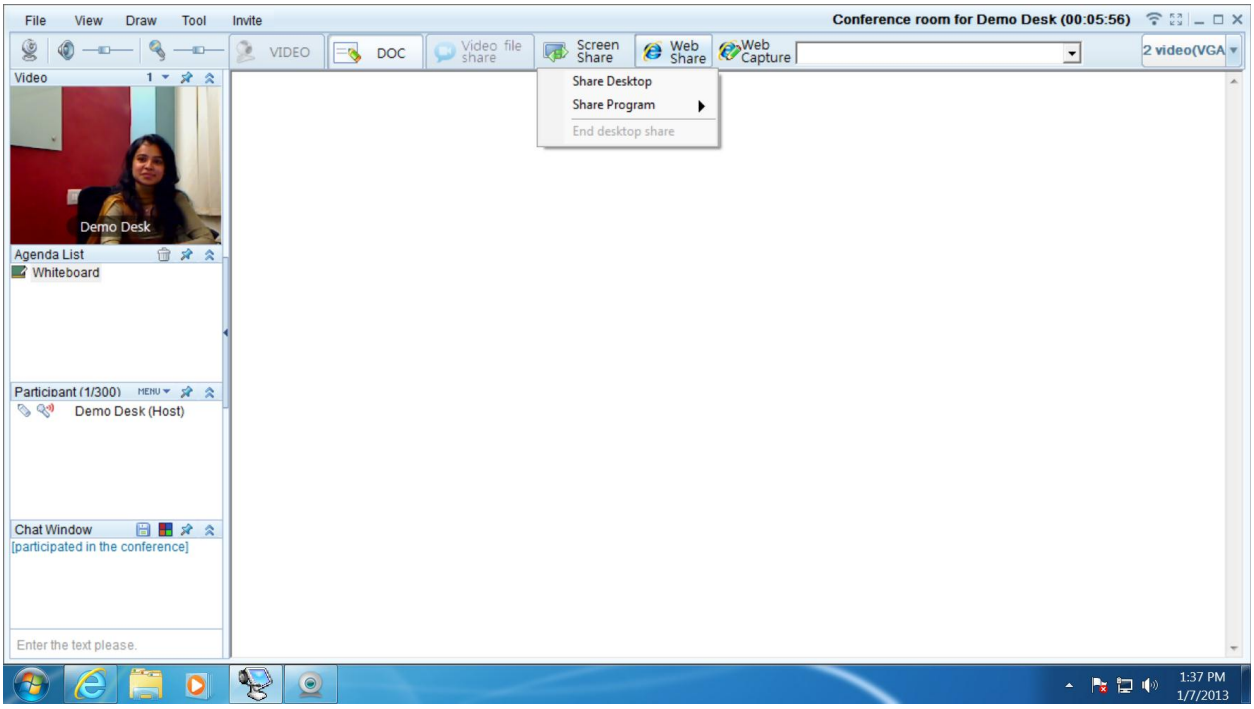
a. Separating shared screen on whiteboard by using 'Float Screen'
b. While in 'Share PC' mode, 'Float Screen' button will be activated from the participant's menu. Clicking on it will separate the shared document from Multiview screen as shown below.



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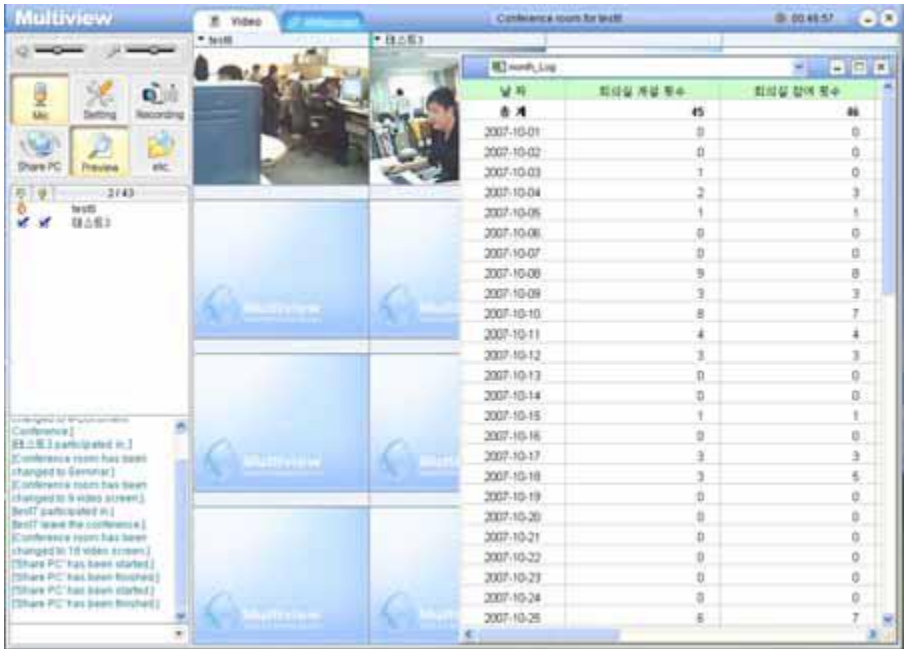
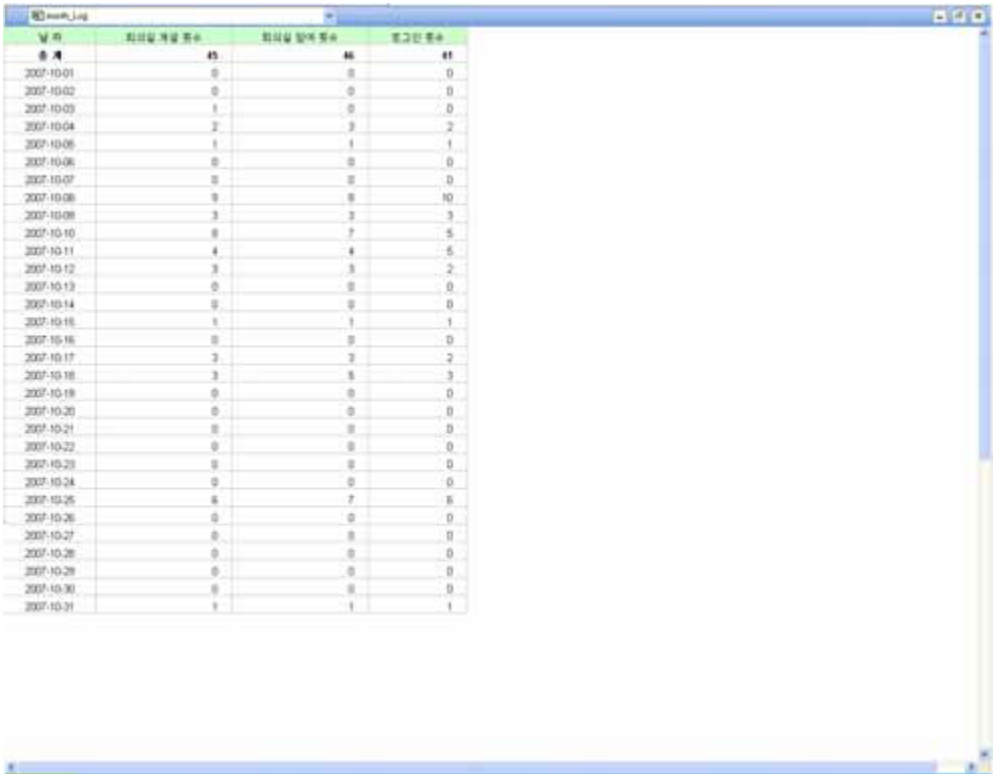
- Preview : During the conference, user can preview the registered agenda privately regardless of the ongoing conference.



..... <Preview Screen>.....



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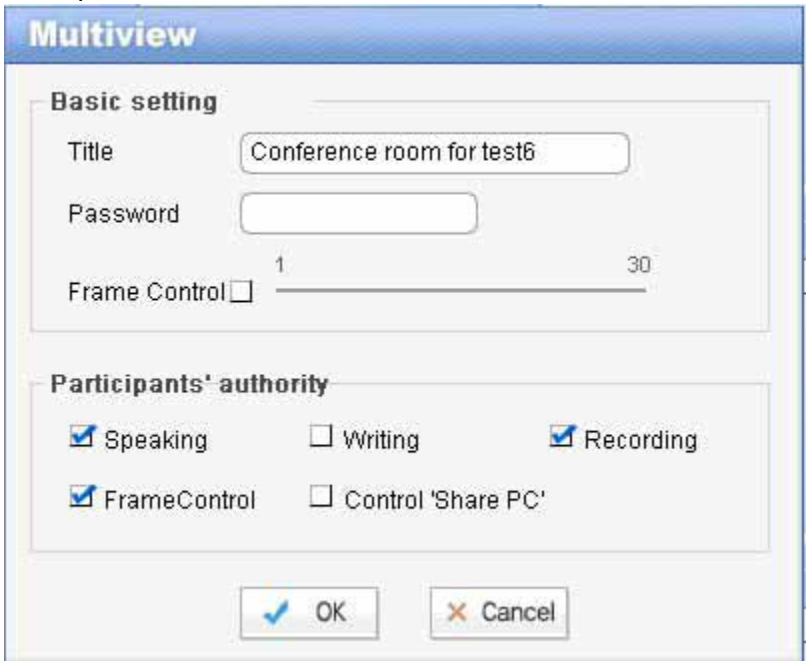
……..Preview Screen Extended……..

 etc
 Properties of the conference room



……

(Basic Setting for Conference Room)
-Conference name can be modified
-By entering password, conference room will be set private.
In case where conference room is set private initially, password can be modified.

(Setting for Participants' Authority)
-Frame Adjustment: Able to adjust frame for the entire participants
-Able to give/take away the authority for frame adjustment, recording, speaking, and document

- Type of the conference rooms
  During the conference, it is possible to change the type of the conference freely by selecting a specific type of the conference. Type of the conference can be chosen from 4 /9/16 /43 screens, e-Document Conference, and Seminar

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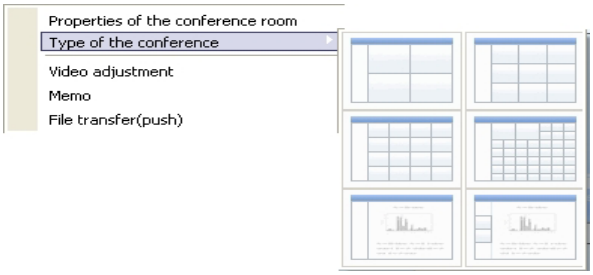
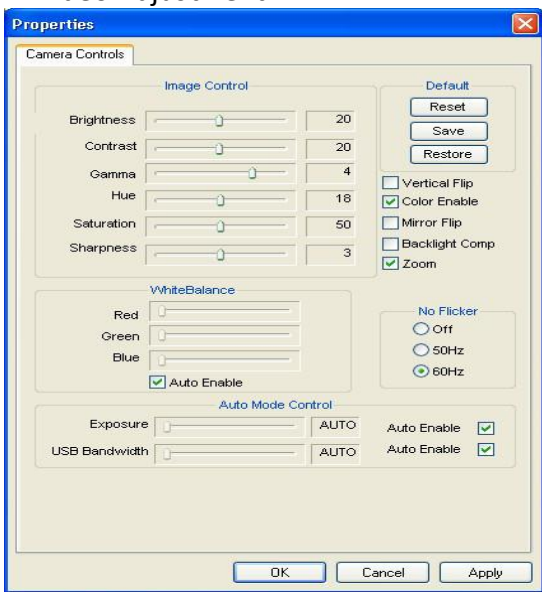


- Video Adjustment



- In the middle of the conference, user can adjust brightness/contrast by using his/her own video control menu of video card.
  -Brightness: Adjust degree of brightness
  -Contrast: Adjust contrast of screen
  -Gamma: Adjust level of light and shade
  -Saturation: Adjust clarity of screen
- File Transfer (Push)
  User can force to transfer files to all or specific participant. File will be transmitted by simply clicking 'file transfer' and choosing the file to transmit

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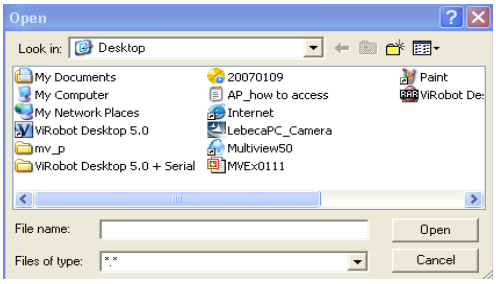
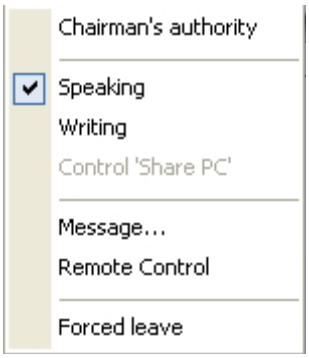


2. Participant's List Menu

3.1. Common Menu (e-Document Conference, Video Conference, Seminar)



Chairman's Authority : Originally, establisher has this authority. The authority can be given to and taken away from the other participants by the establisher

- Speaking : Ordinarily, every participant involved in the conference is given the audio authority (except for seminar). By left-clicking participant's ID, chairman can decide whether to give the authority to control audio
- Writing : General participants do not have the authority to documents. (neither write on it nor open it) Authority distribution can be done by right clicking on the participants' ID
- Message : Able to send messages to specific participant

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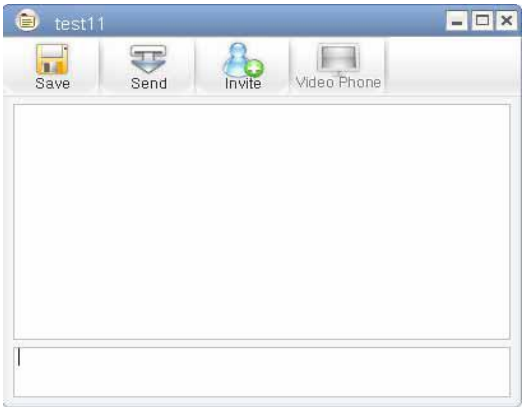

- Remote Control : Possible to remote control others' PC
  Once clicked, a message for requesting remote control will be sent to the other user. Remote control will be initiated upon agreement
- Forced leave : Chairman can kick-out specific participant from the conference room by left-clicking from the participant's list

3. Viewer Menu

Various viewer menu enables users to write on the whiteboard for more enriched conference. Only participant, who gets the authority to write on the whiteboard from the host, can use
viewer menu.

⊙Whiteboard : Basically supports whiteboard function. Participants who have the authority to write on the whiteboard can use whiteboard simultaneously. Writing on the whiteboard is transmitted to all participants at the same time as writing on it.

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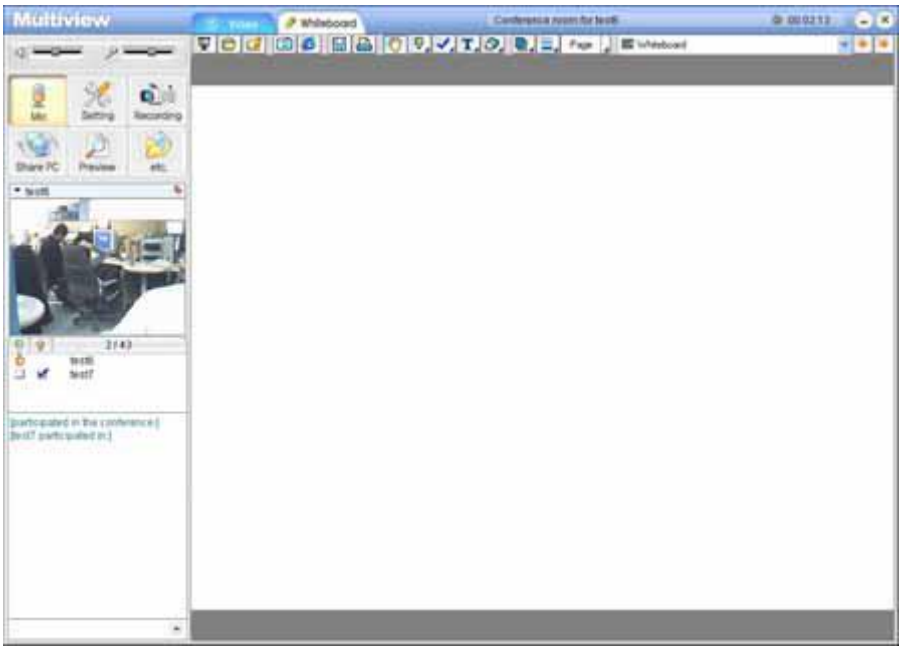

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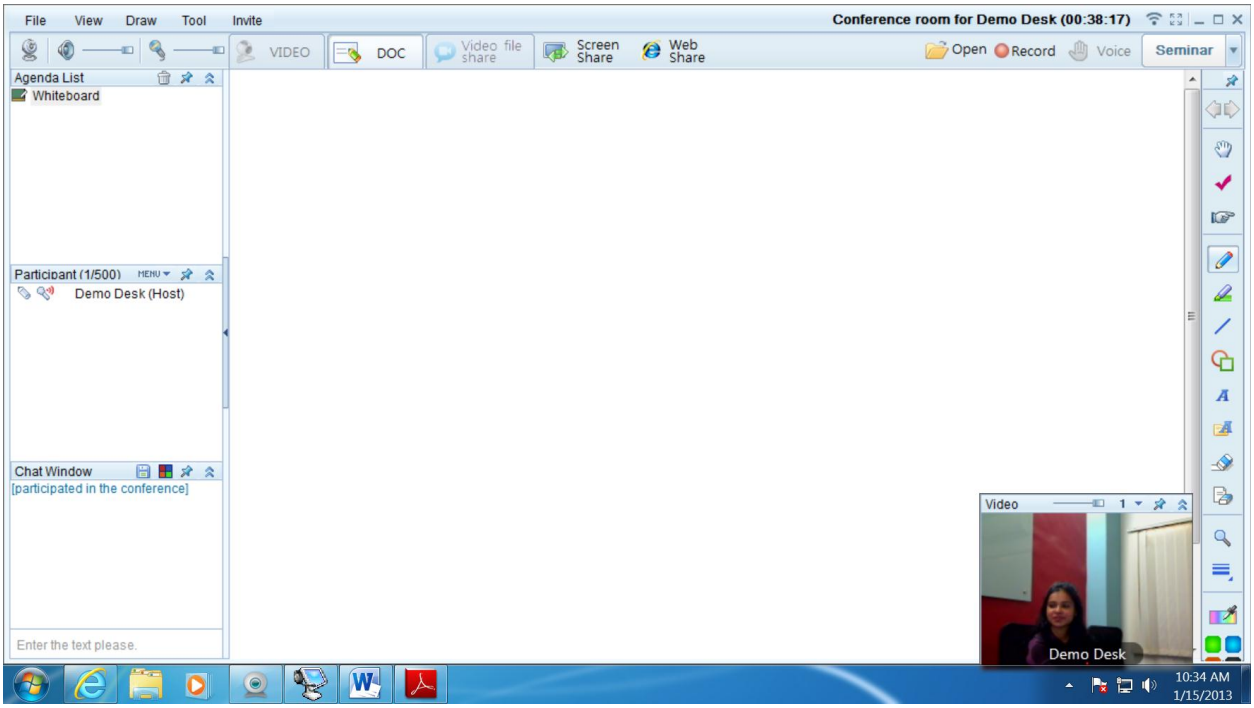
Presentation : User can maximize whiteboard screen by clicking presentation icon.

Tip : Whiteboard Tools will appear only when mouse pointer is brought near



- Open Document : If user needs to share other document during the conference, user can open directly from local PC for sharing with other participants. Supported file formats for sharing are Ms-Word, Power Point, Ms-Excel, Hwp, Pdf, Jpg, Gif, Bmp, etc.. In addition, user can drag and drop desired file on whiteboard.

  Tip: Turning page of shared document can be done with arrow keys, and PageUp/Down keys.

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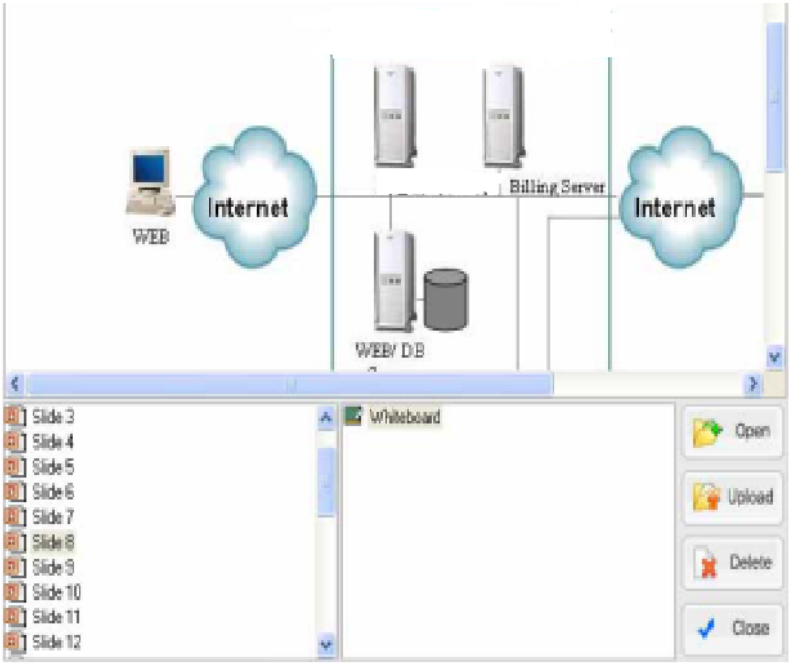
3. Edit : User can add/delete files shared on the file list. Files are transferred to pop-up window of editor by clicking 'Open' button. Select and click the file you want to upload, and the file will be shared. In addition, if you want to delete the file shared, simply click 'Delete' button.



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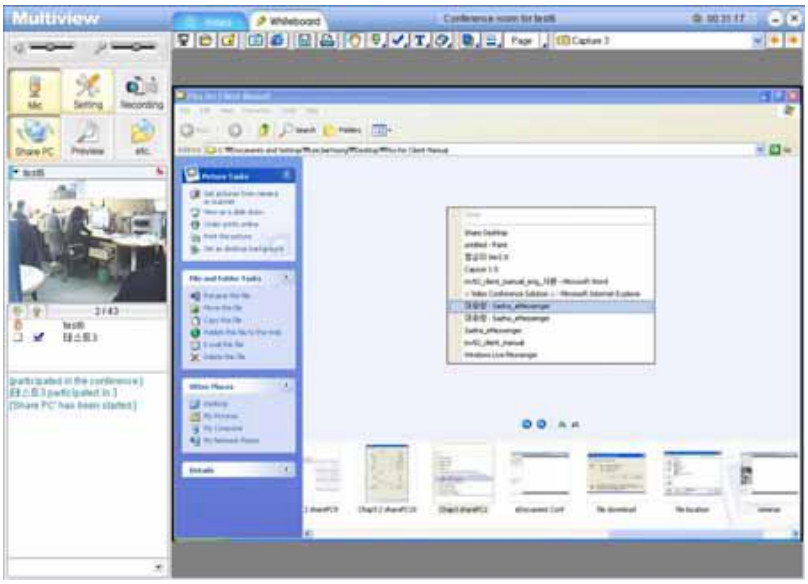
4. Capture : After executing application program, user can capture and post it on the whiteboard. After left-clicking capture icon, user can right click on the screen of application program user wants to capture. Captured screen shot will automatically appear on whiteboard.

Tip: 'ESC' button will cancel capture mode



5.Web sharing : Web browser can be shared among the participants. By typing URL address in the URL bar, web page will appear on the whiteboard.

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⊙Web drawing : User can write on web browser screen with whiteboard tools.
Web browser on the board will be captured and shown as an image file.

6. Save: User can save whiteboard screen as an image file format.
7. Print: User can print out whiteboard screen.

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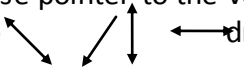
4. Whiteboard Menu

User can write or draw on the whiteboard with various whiteboard tools.

- Scroll : User can scroll document using mouse
- Drawing
  a. Draw: Just like writing with a pencil, it is a tool for drawing
  b. Vertical and horizontal lines: Draw lines vertically and horizontally
  c. Straight line : A tool to draw straight lines
- Indicate emphasis : User can make multiple emphasizing indications for the important matters on whiteboard screen
- Text tool : Tool for inputting text
  a. Click text tool icon and choose the location of text box on the screen
  b. When text box appears, input text
  c. Click text tool icon once more to change font size

✓ Size of text box : Bring mouse pointer to the vertex of the text box. When the cursor changes its shape to  drag it to adjust the size of text box

✓ Location of text box : Bring mouse pointer to the dotted line of text box. When the cursor changes its shape to , drag it to adjust the location of text box

✓ Switching line in text box : Press 'ENTER' to move to the next line

5. Eraser: Erase writings and drawings on the whiteboard

✓ Eraser : Erase specific part of the screen

✓ Erase all : Erase the entire writings & drawings on the screen

6. Line color : Changing the line color

7. Thickness of Line : Changing thickness of line when drawing line

8. Zoom in/out : Zoom in/out document for desired view. Ratios available are 50%, 75%, 100% (default value), 125%, 150%, 200%, Width, and Page. Width is shown with full width view and Page is shown in full screen.

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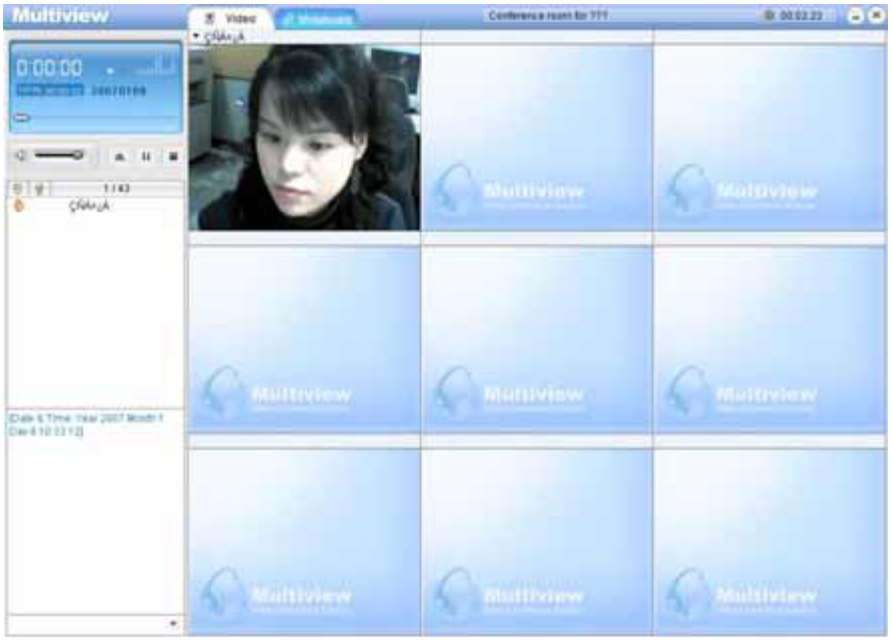
6. How to Use Player (Play after Recording)

User can play recording file from the past conference with Multiview Player.
Before playing a file, please make sure that Multiview program is terminated.
Double-click recording file from the previously selected saving location, and click 'Open'

- Recording file will be played automatically with the player shown below.

- Playing Screen



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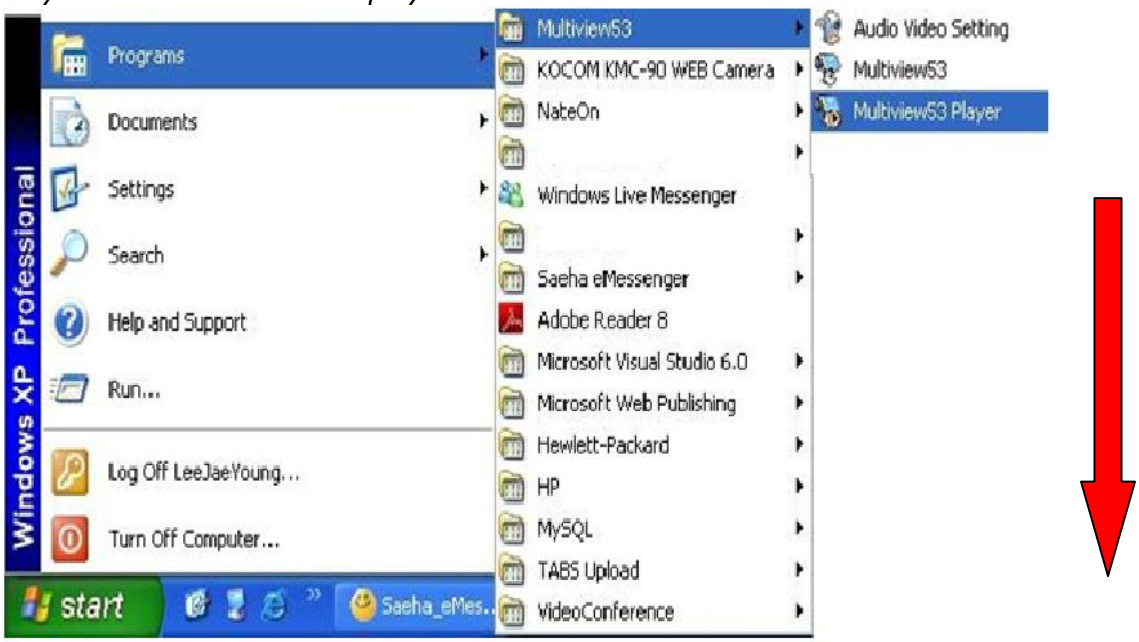
4. Multiview Player playing recording file

- Time : Played time / Total time
- Name of File : Indicates file name
- Location Selector for Player:
  Select location of the file
- Volume Control : Volume control while playing
- Open File : Select which file to play
- Play : Play selected file
- Stop : Stop playing

Note: As shown below, going to 'start→Programs→Multiview53→Multiview53 Player' will also execute the player.



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Chapter 4. Problems and Common Errors

This Chapter provides information on how to use Multiview program correctly.
The most important issues for reliable connection are clear sound and video quality. In case of having trouble with sound/video, please check the following basic sound/video setting.

1. Sound Setting

First, check to see if Mic is working properly by using recorder at 'Accessory' [Start→ Program→Accessory→Entertainment→Record]. If you can see wave movements in the recorder, Mic is working properly.

- **There is no wave, Mic is not working properly.**

1) Make sure that Mic and speaker are plugged in properly.
2) Even if Mic and speaker are properly plugged in, double click volume control at the lower-right side of window screen.

3) Go to [Volume Control → Option → Property], select 'Record' and then 'OK'.

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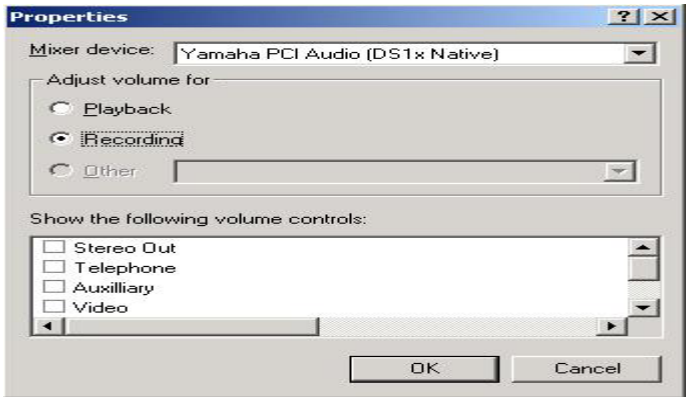
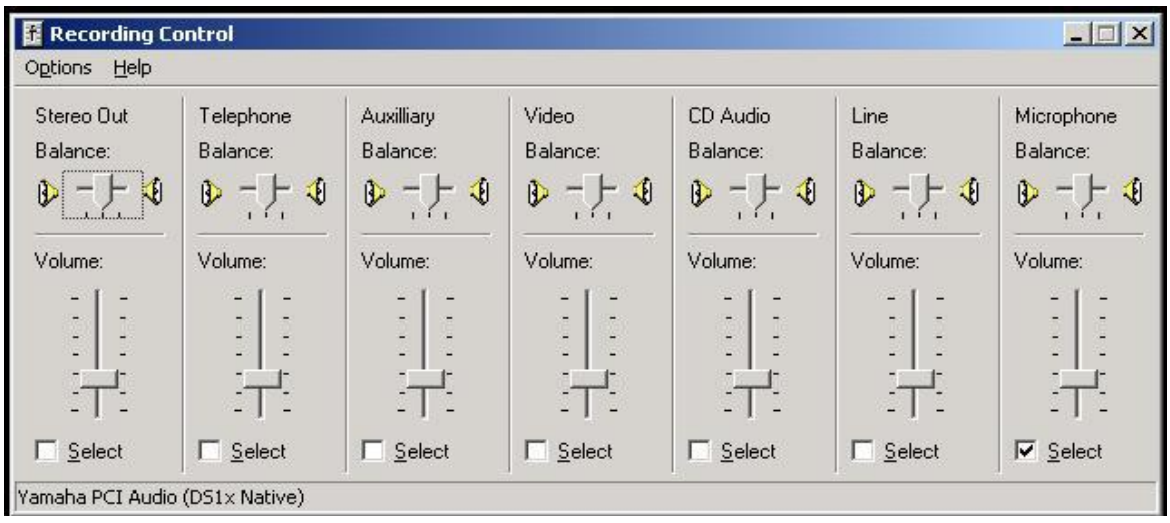


4) Mic in 'Recording Control' pop-up should be off. Please make sure that Mic is off.



- **If recording is working well, but no sound, the problem lies on speaker.**
  In this case, check if volume control balance or wave balance is muted. If so, please uncheck the boxes in order to be able to hear the other's voice. Be cautious before un-checking the boxes since depending on the soundcard, you may be allowed to uncheck one or more.

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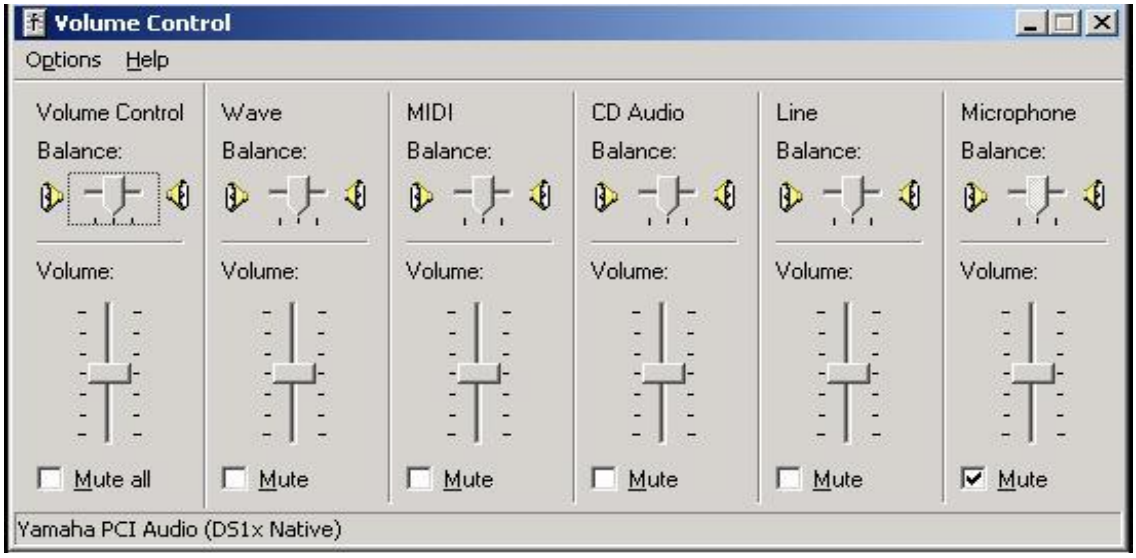

2. Camera Setting

Check if your computer has USB port.

1) Install a driver for camera from the CD provided.
2) After the installation, reboot computer.
3) Plug camera into USB port.
4) USB device will be automatically recognized as shown below. Camera driver will be installed.
   In some cases, window for assigning location for the installation may pop up. In this case, assign the location for installation.

5) Check if set up is completed properly.
(Start → Control Panel → System → Device Manager)

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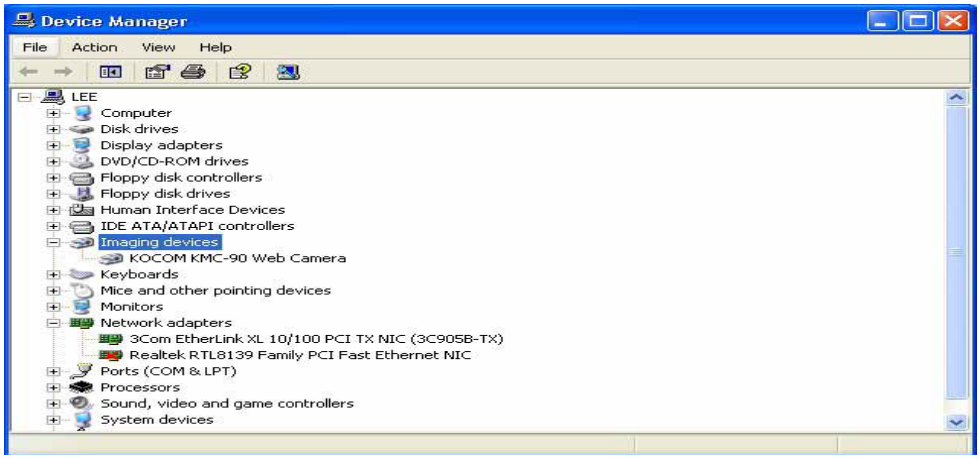

6) If camera driver is not installed properly, re-install PC cam driver after deleting previously installed one.

Note: Please contact camera manufacturer if above cannot help dissolving problem

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3. How to connect on Vista

2) 'User Account Controller' will be shown during the installation of the program. Click 'Enable(A)' to continue.

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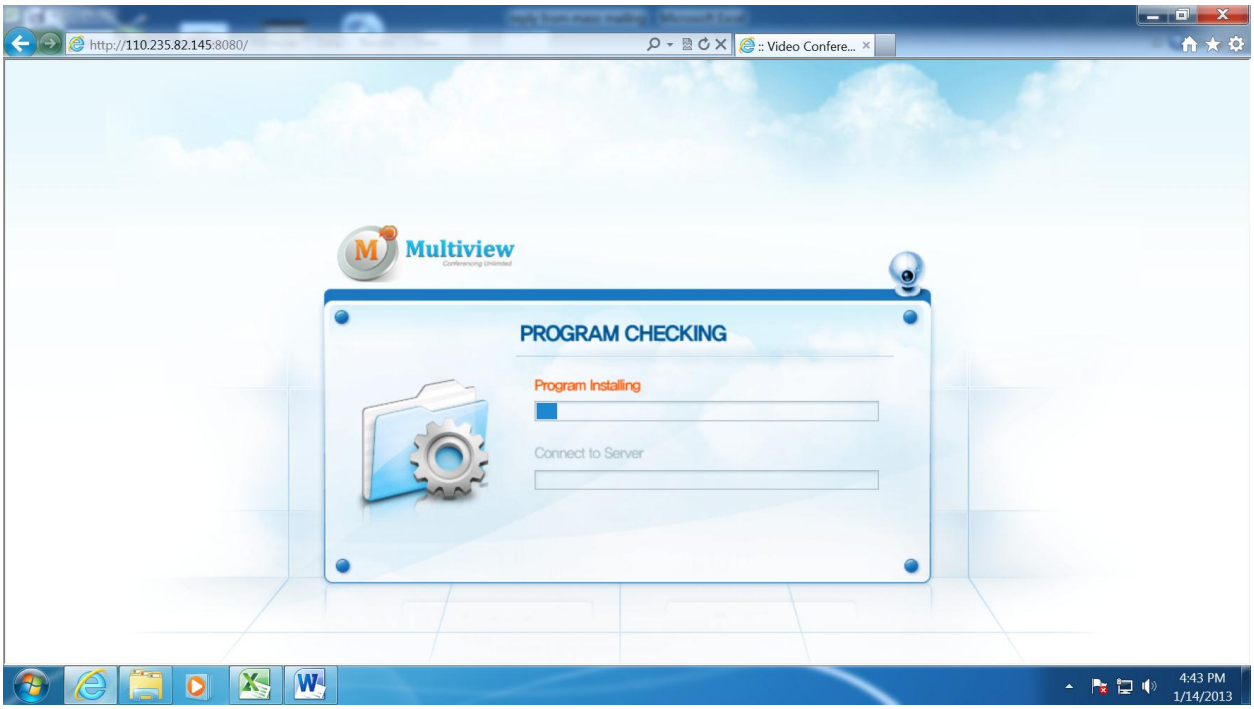
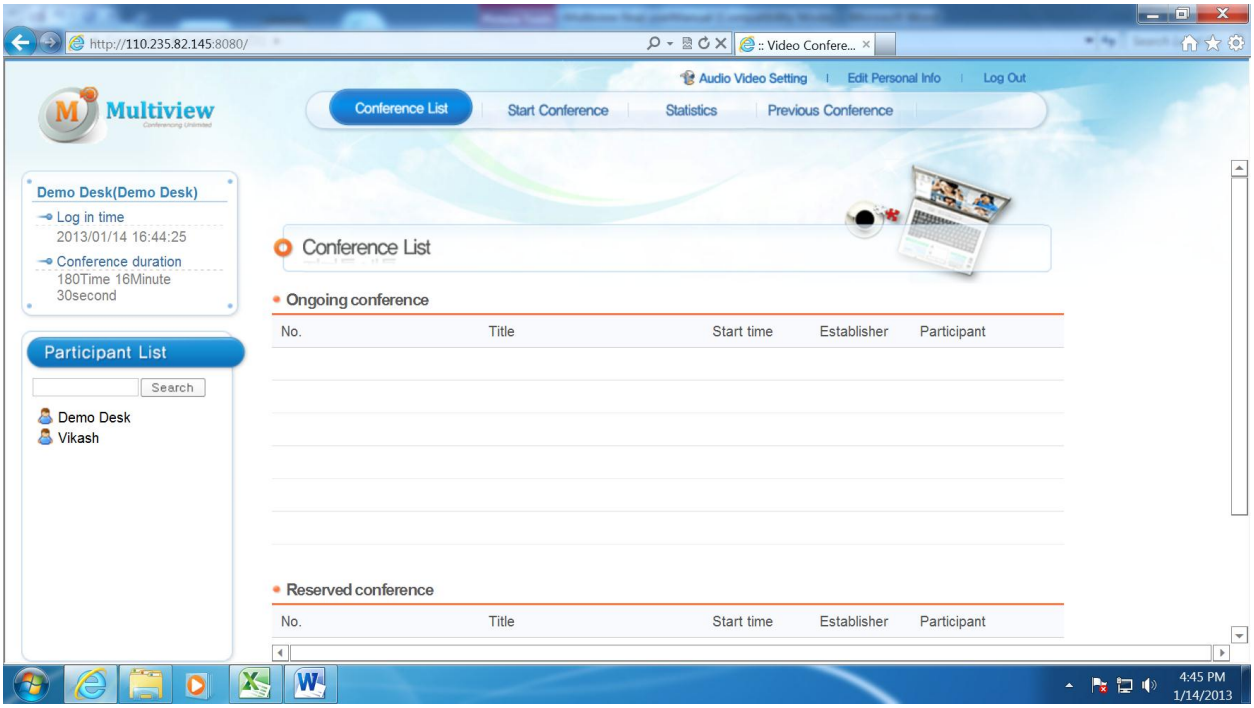


5) Now, program installation is all finished. You will be logged on to Multiview main page.



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4. FAQ

4.1 Log in

Q1. Error occurrence while ActiveX is being installed for Log In.

→On window explorer window, go to Tool->Internet Options->Security->Custom Level. If any of them are set to 'Disabled', make sure to change them all to 'Enabled'.

Download signed ActiveX control

- Initialize and Script ActiveX controls not marked as safe for scripting
- Run ActiveX controls and plug-ins
- →If you are logged-in Windows with no authority to install ActiveX, you may not be able to install ActiveX

→In the case where your system blocked a pop-up for security reason (located right below URL as in yellow bar). Click on it, and make sure to install ActiveX

Q2. 'Sever is not connected' message box might pop up during log in

→Windows of DBIS, Confserver, SVRserver should always be executed on the screen of conference server in case server is not working.

→Go to Start->Run->Enter 'CMD' ->Enter 'telnet server IP 5001' If it is not connected, check network firewall setting of your server.

Q3. 'ID is already in use. Do you want to proceed logging-in after disconnecting existing connection?' appears.

Someone is already using the ID you have entered in. If you click 'OK' to connect, previous user will be automatically logged out and you will be logged in.

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4.2 Sound Setting

Q1. User cannot hear the other's voice, and there is no movement in Mic gauge.

→Please check the followings:

1. There is no soundcard in the system or driver is not set up properly. To use audio function (speaking and listening), soundcard is necessary. Also, status for driver can be verified at the sound, video and game controller. If driver is not set up properly, please un-install the driver and, try re-installing it.
2. Check to see if headset (Mic and speaker) is connected to soundcard socket properly.
3. Check the status of play and record part of volume control. In case of playing, user cannot hear the other's voice when cancellation box of wave is checked. In case of recording, user's voice will not be transmitted when cancellation box of Mic is checked. Soundcard is not working properly if 2, 3 are checked. Please contact soundcard manufacturer for further assistance.

Q2. Voice is cut-off or there is a serious noise problem.

→ Check soundcard setting. If there is no problem with soundcard setting, please make sure soundcard's driver is updated to the latest version. Latest version is found at soundcard manufacturer's homepage.

Q3. Echo problem

→ 1. Check to see if Mic volume balance in 'Volume Control' is muted. If the person you are talking to is using speaker instead of headset as hearing device, echo problem can be found.

2. If Mic booster box is checked ('Record->Mic->Advanced' in Volume Control), please undo it. Booster may help to increase the sound of voice, but can be the reason for echoing.

Q4. Echo problem with YAMAHA YMF701 OPL3-SA soundcard

→ WINDOWS:[Start]-[Setting]-[Control Panel]-[System]-[Device Manager]-[Sound, Video, and Game Controller]-[Property]-set up for using [Full duplex].

Q5. User experience one or two seconds of lagging in audio-wise

→Short lagging in audio-wise is very common transferring network. Depending on the condition of network, the length of lagging may differ, however, one or two seconds of lagging is considered to be normal.

Q6. I am using USB soundcard. The problem is that whenever entering conference room, audio is not working

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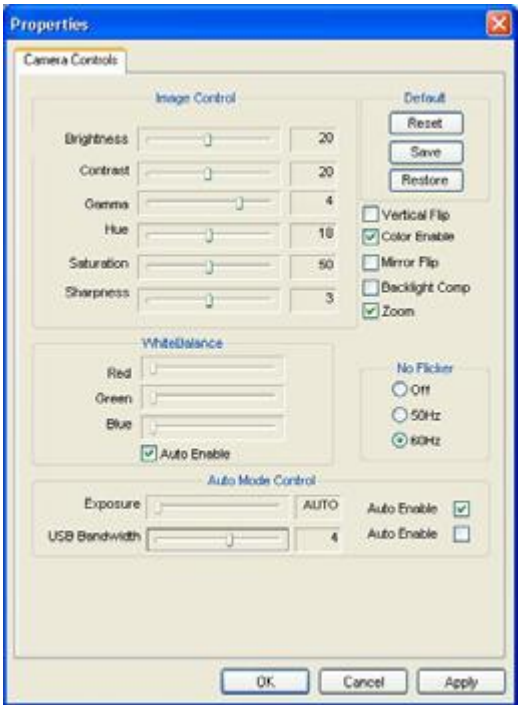
→ If USB soundcard and USB web-cam is being used at the same time, USB bandwidth may get overloaded. Possible answers for this case are:

- If USB hub is used, try connecting your soundcard and web-cam directly to USB ports on your computer.

- Enter conference room. Click on 'Video adjustment' from 'etc.'. When you see the window as shown below, uncheck 'Auto Enable' of 'USB Bandwidth', lower it down to 4 or below, and click 'OK'. Once re-entering the conference room after terminating current conference room, audio will function well.



Q7. I have a Mic built in web-cam

→If both web-cam and built-in soundcard drivers are installed and used, echo & noise problem can get severe.

→Go to Control Panel→System→Hardware→Device Manager. Find built-in Mic driver, and right-click to 'Disable' it.

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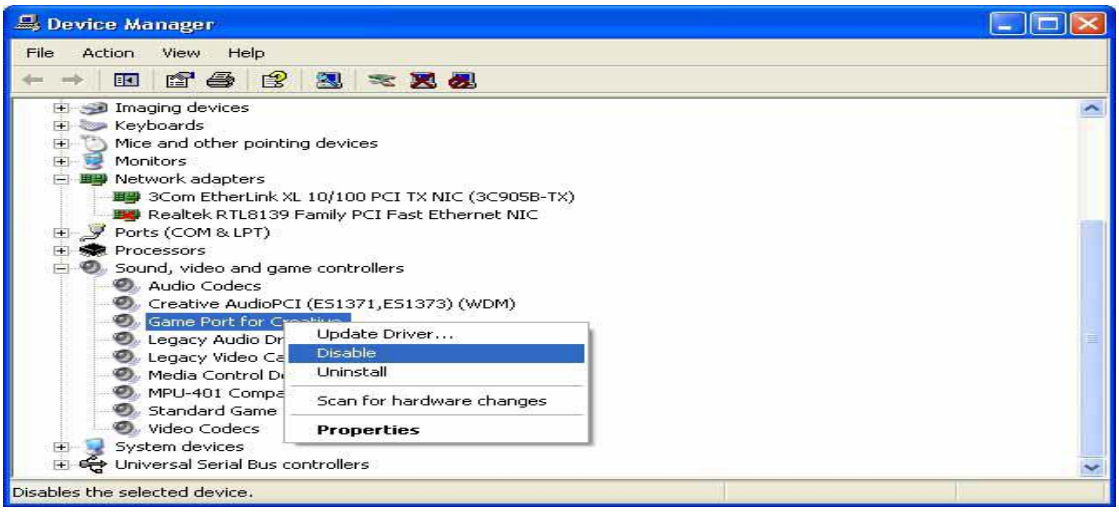

4.3 Video Transmission

Q1. Video works well on programs such as MSN and Skype, but not with Multiview program.

→Go to 'Start→Programs→Multiview53→Audio/Video Setting'. Insert a check mark on 'Setting VFW by force'. Some of the cameras may only support VFW mode to transmit video data.

Q2. No video at all even on MSN, Skype, etc.

→Please check the followings

- See if your camera driver is installed and working properly.

The status of camera driver can be confirmed by the device image from 'Device Manager'. If the device is installed properly, it will show the name of the device. If not, you will see an yellow exclamation marked icon or red 'X' icon. Try re-installing the driver if it is in abnormal status.

- See if camera is connected to the computer. Furthermore, make sure that USB terminals of both camera and computer are connected to each other. Depending on camera type, terminal may not be USB type.

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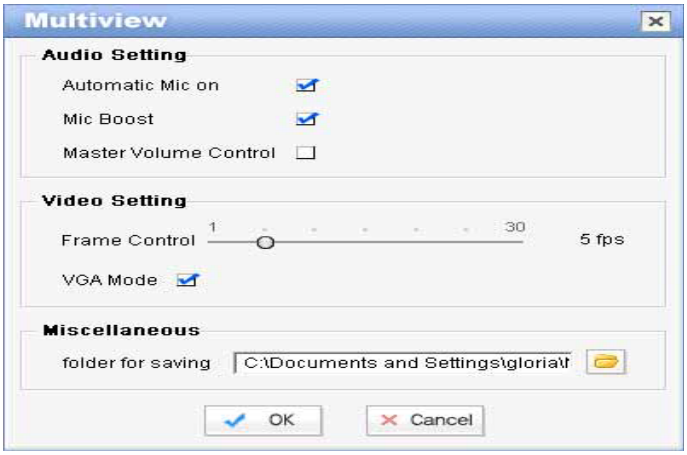
Q3. Video screen not available in 4 people conference room only.
→Go to 'Setting' from the menu of conference room, and uncheck 'VGA mode'.



Q4. My video screen is blurry.
→Adjust focus using focus setting button on web cam. Different web cam has a different focus setting button, and some do not have focus setting button.
In addition, there is 'Source' on menu of my video screen using right-click. Using this menu, you can adjust brightness, contrast, and other things for optimal quality of video screen.

Q5. Window for choosing driver appears with program start-up.
→Screen for choosing driver appears when there are more than two cameras or capture drivers in your system. You can choose one that works the best with your system, and carry on with the program.

Q6. My video screen has nothing showing, but blue screen.
→Old version of driver may cause this problem. Please upgrade your driver to the latest version from the web-cam manufacturer homepage.

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5. System/Equipment Specification

5.1 Minimum/Recommended Specifications for PC

	Minimum	Recommended
OS	Windows 98 SE	Windows 2000,XP
CPU	Pentium 4 1GHz	Pentium 4 2GHz
RAM	256MB	512MB
HDD	100MB	300MB
Network	ISDN	Cable, ADSL, VDSL
Etc	USB web camera, Headset+Mic	USB web camera, Headset+Mic

5.2 Recommended Web Camera/Headset

	Web Camera	Headset
Product	KOCOM KMC90	PLANTRONICS DSP-400
	KOCOM KMC95	Gold Stereo headphones
	Lebeca PLUS	GOWOONSORI GW-3003 MV
	Lebeca PRO	COSY HS581BSFD
	LOGITECH QuickCam STX	GeoLink GHI-B201

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Appendix

Here, it is explained how to contact Multiview Technologies Pvt. Ltd. in order to obtain information on sales and technical support.

1. http://www.multiview.in
Multiview's homepage provides useful information such as technical support, product information and demo version of our new product.

2. Support via e-mail
To better serve you, please contact us via e-mail with your name, name of company, e-mail address & phone number if you have any inquiries.

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